



DUTCHESS COUNTY DEPARTMENT OF HUMAN RESOURCES ANNOUNCES A
PROMOTION EXAMINATION FOR:

Title: Social Welfare Manager I

Number: 76563

Salary: \$69,051-84,129 – Dutchess County (2023 Salary)

Date of Examination: 01/28/2023

Applications Accepted Until: 12/27/2022

Applications postmarked 12/27/2022 will be accepted.

Applications accepted until 4:30 p.m. Monday through Friday.

Administration of an exam does not imply a vacancy exists.

A \$15.00 fee and examination application is required for each separately numbered examination: Application processing fee is payable by check, money order or credit card. Cash is **NOT** accepted. Check or money order must be made payable to "Commissioner of Finance" with the examination number and title indicated on the check or money order. The fee may be waived for candidates meeting certain criteria. See application for more details regarding fee waiver. **Read the announcement carefully; the application processing fee will NOT be refunded to disapproved applicants.**

VACANCY: The eligible list established as a result of this examination will be used, when appropriate, to fill vacancies as they occur in the Dutchess County Department of Community and Family Services.

QUALIFYING EXPERIENCE:

Associate's or higher-level degree and:

- EITHER: (A) Two (2) years of permanent competitive class status as a Social Welfare Specialist, Welfare Management Systems Program Assistant, Resource Consultant, or Case Manager II in the Dutchess County Department of Community and Family Services immediately preceding January 28, 2023;
- OR: (B) An equivalent combination of the qualifications within the limits of (A) above.

NOTES:

1. You must provide a legible copy of your college transcript(s) for each college attended. Transcript(s) must show your name; your student identification number; the name of the issuing school; the type of degree received, if any; the date the degree, if any, was conferred; full course names; credit hours; grade earned for each course; and a cumulative Grade Point Average (G.P.A.). Transcripts can be submitted in person, by email to HRExams@DutchessNY.gov or by postal mail to Dutchess County Human Resources, Exams Unit, 22 Market Street, 5th Floor, Poughkeepsie, NY 12601.
2. Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

DUTIES: This is a professional supervisory and administrative position assigned to the Department of Community and Family Services. Incumbents in this class plan, coordinate, and supervise the work and have responsibility for the performance of a unit under a division of the agency involved in the delivery of a financial service program such as: Temporary Assistance, Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Child Support Enforcement.

EXAMPLES OF WORK (Illustrative Only): Plans, coordinates, supervises and manages the work performed within assigned area of responsibility; reviews and approves or returns the work of subordinate staff; monitors performance of subordinate staff, completes performance evaluations, and institutes performance standards in area of responsibility; interprets and communicates a variety of Federal and State laws and codes to implement policy and procedure to maintain compliance in the delivery of financial services; oversees and participates in the training of staff; prepares a variety of reports in accordance with local, State and Federal requirements; maintains cooperative working relationships with other units, divisions, and agencies to facilitate the delivery of services; interviews clients and acts as an informal mediator in disputes between subordinate staff and applicants/clients; may participate in the formulation of policies and procedures to facilitate the delivery of financial service programs; may be required to make court appearances to give testimony.

SUBJECT OF EXAMINATION: A test designed to evaluate knowledge, skills and /or abilities in the following areas:

Ensuring effective inter/intra agency communications

These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

Preparing written material

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

Evaluating conclusions in light of known facts

These questions will consist of a set of facts and a conclusion. You must decide if the conclusion is proved by the facts, disproved by the facts or if the facts are not sufficient to prove or disprove the conclusion. The questions will not be specific to a particular field.

Administrative techniques and practices

These questions test for a knowledge of management techniques and practices used in directing or assisting in directing a program component or an organizational segment. Questions cover such areas as interpreting policies, making decisions based on the context of the position in the organization, coordinating programs or projects, communicating with employees or the public, planning employee training, and researching and evaluating areas of concern.

Supervision

These questions test for knowledge of the principles and practices employed in planning, organizing, and controlling the activities of a work unit toward predetermined objectives. The concepts covered, usually in a situational question format, include such topics as assigning and reviewing work; evaluating performance; maintaining work standards; motivating and developing subordinates; implementing procedural change; increasing efficiency; and dealing with problems of absenteeism, morale, and discipline.

Test guide:

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication 'General Guide to Written Tests' helpful in preparing for this test. This publication is available on line at:

<https://www.cs.ny.gov/testing/testguides.cfm>.

The use of calculators is **ALLOWED** for this exam.

DUTCHESS COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.

APPLY ONLINE AT WWW.DUTCHESSNY.GOV

*****IMPORTANT

SEE REVERSE

IMPORTANT*****

No. 2023-00000014

ISSUED: 12/07/2022

FOR ADDITIONAL EXAMINATION INFORMATION OR TO APPLY ONLINE VISIT OUR WEBSITE
AT www.dutchessny.gov

When the examination is prepared and rated by the New York State Department of Civil Service in accordance with Section 23.2 of the Civil Service Law, the administration of this examination, including rating and review, is governed by the provisions of the New York State Civil Service Rules and Regulations.

SENIORITY shall be computed from the date of original permanent appointment in the classified service.
One point for each creditable five-year period up to a maximum of five points as follows:

Less than 1 year-----	0 points	Over 11 years up to 16 years-----	3 points
1 year up to 6 years-----	1 point	Over 16 years up to 21 years-----	4 points
Over 6 years up to 11 years-----	2 points	Over 21 years up to 26 years-----	5 points

Transfer from service in other government units within New York State shall be included in computing seniority.

GENERAL INFORMATION - PROMOTIONS

The position the promoted individual vacates will only be filled on a temporary basis or contingent permanent basis pending the satisfactory completion of their probationary period. At any time during the probationary period the employee can return to the position that he or she was promoted from.

RETURNED CHECK FEE: A \$20.00 fee will be required for all returned checks. Failure to submit the returned check fee will disqualify you from the exam in which you participated.

FINGERPRINTING: An appointing authority may require a fingerprint supported background investigation before appointment. The candidate may be responsible for paying any associated fees with this service.

MULTIPLE EXAMINATIONS: If you are applying for civil service examinations offered by other government jurisdictions (New York State, another county, city, etc.) that are being held on the same date as this examination, you must make arrangements to take all examinations at one test site. Note: If you have applied for both New York State and Dutchess County examinations, you must take all examinations at the State site. **You are required to complete and return a Cross-File Form, available on the Dutchess County website www.dutchessny.gov, to the Dutchess County Department of Human Resources no less than two (2) weeks prior to the examination date.** Failure to provide such information within this time frame may result in disqualification from one or more examinations.

ALTERNATE TEST DATES may be arranged upon review of documented circumstances in accordance with established policy. Such arrangements must be made prior to the exam except for emergency situations or active military service.

RELIGIOUS ACCOMMODATION: – If you cannot take the test on the announced test date (most written exams held on Saturdays) due to a conflict with a religious observance or practice, indicate this on your application. You will be granted an alternate test date, usually during the following week.

SPECIAL ACCOMMODATION: If you require an accommodation or special assistance in taking an exam, indicate this on your application. Documentation will be required.

WEATHER: In case of inclement weather the morning of the examination, please call the Examinations Hotline at 845-486-2167 and select option 3. You may also listen to the following radio stations for possible delays or other updates:

WEOK/WPDH	WKIP/Q92	WBNR/WSPK	WCZX	WGNY	WRWD/WBWZ
1390AM	1450AM	1260AM	97.7FM	1220AM	107.3FM/93.3FM
101.5FM	92.1FM	104.7FM		103.1FM	

COLLEGE CREDITS AND/OR DEGREE: Must have been awarded by a regionally accredited college or university or one recognized by the NYS Education Department as following acceptable educational practices. If your college credits and/or degree were awarded by an educational institution outside the United States and its territories, you must provide independent verification of degree and course-by-course (including grades) equivalency. You can contact the Dutchess County Department of Human Resources for a list of acceptable companies who provide this service. You must pay the required evaluation fee. The proof of independent verification of equivalency can be submitted in person, by email to HRExams@DutchessNY.gov or by postal mail to Dutchess County Human Resources, Exams Unit, 22 Market Street, 5th Floor, Poughkeepsie, NY 12601.

VETERANS: Military personnel who are either in the service at time of examination or who have already been discharged may apply for disabled or non-disabled veterans’ credits if they meet established criteria. Candidates who are interested in these additional credits should request an application and information sheet from the Dutchess County Department of Human Resources. Veterans’ application forms will also be available on the website and upon request at the examination center. The completed forms and DD-214 (Member 4 Copy) must be received in the office as soon as possible after the examination date or before the eligible list for this examination is established.

CALCULATORS: Unless otherwise notified, candidates are permitted to use quiet, hand-held, solar or battery powered calculators. Devices with typewriter keyboards, spell checkers, personal digital assistants, address books, language translators, dictionaries or any similar devices are prohibited.

ADMISSION TO EXAMINATION: Do not interpret a notice to appear for, or actual participation in the examination to mean that you have been found to meet fully the announced requirements. Depending on the time available before an examination, *applicants may be admitted to the examination on the basis of statements made on the application or conditionally, without prior review of the application. Such statements may not be reviewed and/or verified until after the examination is held.* At that time, those candidates not meeting the requirements are disqualified. Candidates who are subsequently disqualified after taking the test will NOT be notified of their score. **If you do not receive a notice three days prior to the date of examination informing you whether or not you are to be admitted to the examination, call the Dutchess County Department of Human Resources immediately at 845-486-2169.**

CHANGE OF ADDRESS: Notify this office immediately of any change of address. The appropriate change of address form is available on the website, in the Dutchess County Department of Human Resources, and will be available at the examination center.

RESIDENCE PREFERENCE: Pursuant to Section 23.4a of Civil Service Law, preference in appointment from open-competitive lists may be given to candidates who have been residents in a locality or school district in which appointment is to be made for at least 30 days prior to certification of the eligible list. For appointment in some jurisdictions you may be required to become a resident thereof in accordance with law or resolution.

NOTE: In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

APPLICATIONS: May be obtained online at www.dutchessny.gov, by sending a legal-sized, self-addressed, stamped envelope or visiting the Dutchess County Department of Human Resources, 22 Market Street, Poughkeepsie, NY 12601 (9 a.m. - 5 p.m., Monday through Friday).

“HOW TO TAKE A WRITTEN TEST” and questions and answers about MUNICIPAL CIVIL SERVICE EXAMINATIONS publications are available on and can be fully downloaded from the New York State Department of Civil Service website www.cs.ny.gov/testing/localtestguides.cfm.